

# SOFT footprint

Our environmental footprint is generated by our sourcing, operations, facilities and travel (SOFT) activities. We track our SOFT footprint to:

- Track trends in resource use and emissions
- Identify areas where we can reduce our direct environmental impact
- Identify cost management opportunities
- Improve accuracy and transparency in reporting

Our summary SOFT Footprint Report is presented on the following pages. A more detailed report with additional analysis is available on our website.



[rbc.com/environment/what-were-doing](http://rbc.com/environment/what-were-doing)

Intensity factors	2010	2009	2008	Units
Global full-time equivalent (FTE) employee count	72,126	71,186	73,323	FTE
Global floor area	2,207,224	2,174,131	2,292,056	m <sup>2</sup>
<b>Energy footprint</b>				
<i>Direct energy use <sup>(1)</sup></i>				
Branches <sup>(2)</sup>	72,943	87,467	66,727	MWh
Major properties <sup>(3)</sup>	99,533	89,710	76,677	MWh
Data centres and processing centres <sup>(4)</sup>	6,495	3,559	3,968	MWh
Total direct energy use, all properties	178,971	180,736	147,372	MWh
Data coverage (as a % of global floor area)	94	94	60	%
<i>Indirect energy use <sup>(5)</sup></i>				
Branches	258,768	267,204	191,209	MWh
Major properties	201,534	202,323	176,883	MWh
Data centres and processing centres	92,245	106,568	80,215	MWh
Total indirect energy use, all properties	552,547	576,095	448,307	MWh
Data coverage (as a % of global floor area)	94	94	65	%
Green power purchases <sup>(6)</sup>	11,242	8,068	5,042	MWh
<i>Total direct and indirect energy use</i>				
Branches	331,711	354,670	257,936	MWh
Major properties	301,068	292,033	253,560	MWh
Data centres and processing centres	98,740	110,127	84,183	MWh
Total energy use, all properties	731,518	756,830	595,679	MWh
<i>Energy intensity</i>				
Energy intensity — branches	.29	.30	.31	MWh/m <sup>2</sup>
Energy intensity — major properties	.36	.38	.44	MWh/m <sup>2</sup>
Energy intensity — data centres and processing centres	1.08	1.10	1.05	MWh/m <sup>2</sup>

<b>Paper footprint</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>Units</b>
Office paper	3,326	3,579	3,886	tonnes
Certified sustainably sourced office paper	79	84	15	%
Coverage (as % of global FTE count)	90	90	90	%
Office paper use per FTE	51	56	59	kilograms/FTE
Marketing and direct mail paper	6,899	7,901	8,863	tonnes
Certified sustainably sourced marketing and direct mail paper	83	52	37	%
Coverage (as % of global FTE count)	82	81	80	%
<b>Travel footprint</b>				
Air travel	158,379,066	126,364,074	171,620,791	km
Data coverage (as % of global FTE count)	90	90	90	%
Air travel per FTE	2,442	1,981	2,611	km/FTE
Rail travel	1,280,384	1,028,342	1,085,261	km
Data coverage (as % of global FTE count)	99	99	99	%
Rail travel per FTE	20	16	17	km/FTE
Automobile travel (rental vehicles)	6,348,494	5,968,625	6,724,378	km
Data coverage (as % of global FTE count)	99	99	99	%
Automobile travel per FTE (rental vehicles)	98	94	102	km/FTE
Automobile travel (personal vehicles) <sup>(7)</sup>	33,183,751	31,505,166	35,060,483	km
Data coverage (as % of global FTE count)	86	86	87	%
Automobile travel per FTE (personal vehicles) <sup>(7)</sup>	533	513	553	km/FTE
<b>Carbon footprint (measurable)</b>				
CO <sub>2</sub> e emissions from energy use	202,476	211,562	137,390	tonnes
CO <sub>2</sub> e emissions intensity from energy use	.097	.104	.092	tonnes/m <sup>2</sup>
CO <sub>2</sub> e emissions from employee travel <sup>(7)</sup>	25,705	18,564	23,219	tonnes
CO <sub>2</sub> e emissions intensity from employee travel	.40	.34	.36	tonnes/FTE
Carbon reductions from green power purchases <sup>(6)</sup>	-3,359	-2,749	-2,095	tonnes
Total CO <sub>2</sub> e emissions <sup>(7)</sup>	224,822	227,377	158,514	tonnes

The environmental data reported has been provided to us by third-party suppliers, vendors and service providers and includes information that was available at the time of preparing this SOFT Footprint Report. We continue to work to improve the reliability and coverage of the environmental data so that it accurately reflects our enterprise-wide SOFT footprint.

**Notes:**

- (1) Direct energy consumption refers to our use of fossil fuels (natural gas, heating oil and propane).
- (2) Branches are categorized as RBC-owned or -leased properties with an area of less than 25,000 ft<sup>2</sup> (<2,320 m<sup>2</sup>).
- (3) Major properties are categorized as facilities with an area greater than 25,000 ft<sup>2</sup> (>2,320 m<sup>2</sup>).
- (4) Data centres and processing centres consist of 12 back office locations across Canada, the U.S. and the British Isles that have high electricity demands.
- (5) Indirect energy consumption refers to our use of purchased electricity.
- (6) Our green power purchases are carbon neutral and represent a reduction in GHG emissions.
- (7) 2009 business travel in personal vehicles was restated and has affected this indicator for 2009 reporting.